



Office of Vermont Health Access
Pharmacy Benefit Management Program

PHARMACY ALERT!

**Change in Process for Early Refill Overrides
(NCPDP Reject Code 79)**

August 4th, 2008

Dear Pharmacy Manager:

Presently, pharmacies have the ability to override the Refill-Too-Soon edit that rejects a refill request for a prescription where more than 25% of the previous days supply still remains. Effective September 2, 2008, pharmacies will no longer have the ability to override claim rejections for early refills (NCPDP Reject Code 79) through the point-of-sale claims processing system.

Instead, to override this edit, the pharmacist or technician must call the **MedMetrics Pharmacy Call Center** at (800) 918-7545.

The pharmacy will need to provide the appropriate Submission Clarification Code / Reason (see below for options) to the Call Center Representative. If appropriate, an override will be added to the member's profile and the early refill can be processed.

Important: This applies to claims billed to the state both on a primary and secondary basis, regardless of whether the primary insurer pays the claim.

Submission Clarification Code / Description

03/ vacation supply	Use for vacations and LTC leave of absence
04/ lost prescription	Use for lost or stolen medications
05/ therapy	Use when prescriber changes dose